



JOB DESCRIPTION

Position Title: **Dispatcher**

Working Area: **Traffic Engineering**

Class Code: 3508

Non-Exempt

EEO Code: 06

Effective Date: August 30, 2002

Major Function

Work involves serving as the receptionist telephone operator and radio dispatcher for the purposes of transmitting, receiving, and relaying information and instructions to field personnel.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Operates a multi-channel, two-way radio desk console to transmit or receive information from/to Traffic Engineering personnel. Dispatches crews as directed by supervision, or as needed in emergency situations. Receives/records requests and concerns from the public regarding Traffic issues and routes to the appropriate personnel.

Answers, screens, and routes telephone calls, answers routine questions, greets visitors.

Maintains reports, logs, and work order files as required. Performs various office duties as required, e.g., computer input, typing, filing.

May be required to operate County equipment or vehicles in the performance of assigned duties.

Performs other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge of Seminole County geography.

Ability to operate two - way radio equipment. Ability to operate a multi-mode telephone system. Ability to use good dictation and a clear speaking voice, and deal with multiple situations simultaneously. Ability to operate a personal computer. Ability to deal with the public in an effective manner. Ability to communicate effectively in both oral and written form.

Skilled in the use of standard office equipment.

High School diploma or GED and one (1) year experience in the operation of the two-way radio system or telephone switchboard console.

Must have the ability to type 35 correct words per minute.

Must complete the I.M.S.A. Dispatchers course within 18 months of employment.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position includes working in an office setting dispatching work crews and answering telephone calls from the public. Most duties are performed sitting at a desk, table or workstation. Duties include exposure to radiant and electrical energy found in an office environment. This position performs duties that require high manual dexterity